

HEN Referral Program

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HEN Referral Program

Housing and Essential Needs (HEN) Referral

The Housing and Essential Needs (HEN) Referral program¹ provides access to essential needs items (e.g., hygiene and cleaning supplies) and potential housing assistance for low-income adults who are unable to work for at least 90 days due to a physical or mental incapacity and are ineligible for Aged, Blind, or Disabled (ABD) cash assistance. While all HEN Referral recipients are eligible for essential needs items, the Department of Commerce determines eligibility for HEN housing assistance through its network of local providers.

Highlights:

- The HEN Referral program served a total of 12,753 clients in SFY 2014 since its inception on January 1, 2014.
- The HEN Referral program averaged 7,712 recipients per month since its creation on January 1, 2014.
- In June 2014, the majority of HEN Referral recipients were male (60.6%), white (68.7%), and never married (57.6%). The average age of HEN Referral recipients was 41.1 years.

¹ During the 2013 legislative session, the Legislature passed Substitute House Bill 2069, which created the HEN Referral program effective January 1, 2014. Up until that point, potential HEN eligibility was linked to the Medical Care Services (MCS) program.

HEN Referral Program

Selected HEN Referral Program Characteristics SFY 2014

Source: ESA-ACES Data

SFY 2014
(January 2013 – June 2014)

| | |
|--|--------------------------|
| Average Number of Persons Per Month (Range) | 7,712 (7,231 – 8,760) |
| Recipients as a Percent of State's Total Population | 0.1% |
| State Total Population² | 6,968,170 |
| Recipients as a Percent of State's Population Age 18 and Over | Trace |
| State Population Age 18 and Over³ | 5,376,986 |

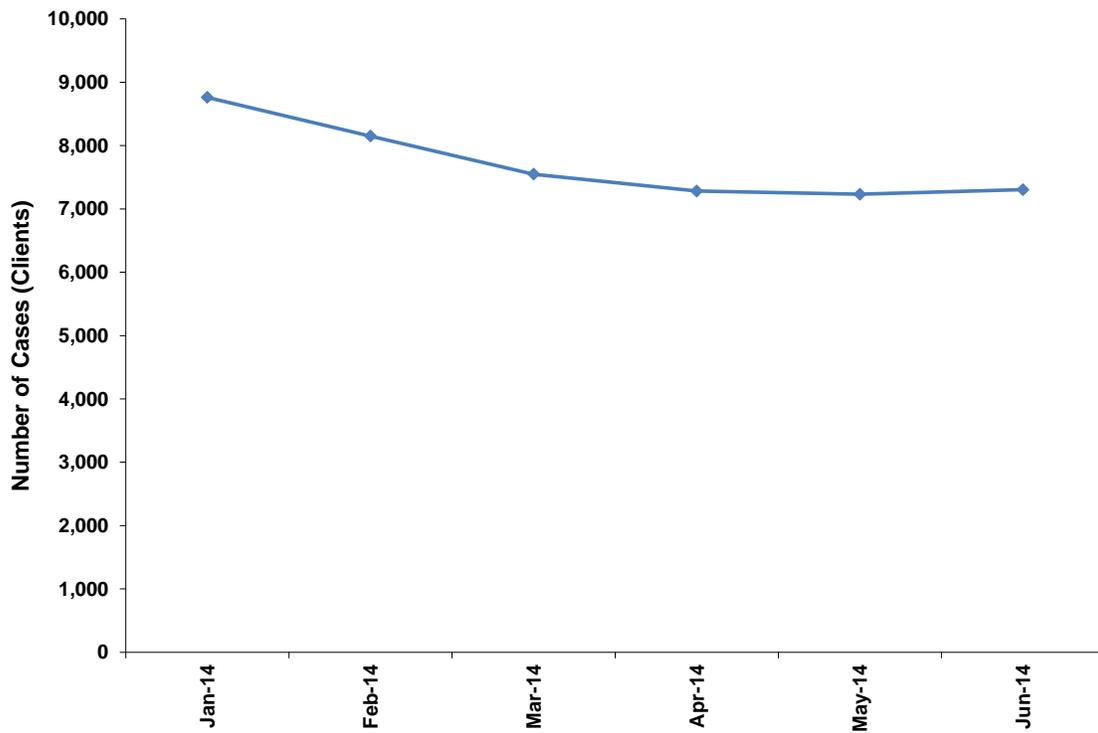
² OFM Forecasting Division

³ Ibid.

HEN Referral Program

HEN Referral Clients by Month SFY 2014

Source: ESA-ACES Data



| SFY 2014 | Persons |
|-----------------|----------------|
| January | 8,760 |
| February | 8,150 |
| March | 7,548 |
| April | 7,282 |
| May | 7,231 |
| June | 7,303 |
| Mo. Avg. | 7,712 |

HEN Referral Program

HEN Referral Clients Moving to Other Programs SFY 2014

Source: ESA-ACES Data

| SFY 2014 | Total HEN Referral Adults ⁴ | During Subsequent Month Being Reported | | | | | |
|-----------------|--|--|--------------|-------------------------|-------------|-------------------------|-------------|
| | | Adults Remaining On HEN Referral | | Adults Moving to ABD | | Adults Moving to SSI | |
| | | Number | Percent | Number | Percent | Number | Percent |
| January | 8,760 | 7,382 | 84.3% | 279 | 3.2% | 43 | 0.5% |
| February | 8,150 | 6,708 | 82.3% | 338 | 4.1% | 35 | 0.4% |
| March | 7,548 | 6,376 | 84.5% | 320 | 4.2% | 45 | 0.6% |
| April | 7,282 | 6,299 | 86.5% | 241 | 3.3% | 60 | 0.8% |
| May | 7,231 | 6,360 | 88.0% | 203 | 2.8% | 44 | 0.6% |
| June | 7,303 | 6,551 | 89.7% | 159 | 2.2% | 49 | 0.7% |
| Mo. Avg. | 7,712 | 6,613 | 85.7% | 257 | 3.3% | 46 | 0.6% |

| SFY 2014 | Total HEN Referral Adults | During Subsequent Month Being Reported | | | |
|-----------------|------------------------------------|---|-------------|---|--------------|
| | | Adults Moving to Other Cash ⁵ | | Adults Exiting HEN Referral ⁶ | |
| | | Number | Percent | Number | Percent |
| January | 8,760 | 14 | 0.2% | 1,042 | 11.9% |
| February | 8,150 | 18 | 0.2% | 1,051 | 12.9% |
| March | 7,548 | 12 | 0.2% | 795 | 10.5% |
| April | 7,282 | 14 | 0.2% | 668 | 9.2% |
| May | 7,231 | 18 | 0.2% | 606 | 8.4% |
| June | 7,303 | 13 | 0.2% | 531 | 7.3% |
| Mo. Avg. | 7,712 | 15 | 0.2% | 782 | 10.1% |

⁴ Clients who received a HEN Referral during the reporting month. Additional columns in the table represent programs the client participated in during the subsequent month.

⁵ These recipients moved to other cash assistance programs, such as TANF, RCA, DCA, and SSP.

⁶ These adults were not enrolled in ABD, SSI, or other cash programs in the following month.

HEN Referral Program

HEN Referral Clients by CSO of Issuance⁷ (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

| | Clients | |
|---------------------|--------------|--------------|
| | Number | Percent |
| Region 1 | | |
| ACCESS SPOKANE 032 | 528 | 7.2% |
| CLARKSTON CSO | 28 | 0.4% |
| COLFAX CSO | 18 | 0.2% |
| COLVILLE CSO | 35 | 0.5% |
| CSD-CSC RICHLAND | 3 | 0.0% |
| ELLENSBURG CSO | 15 | 0.2% |
| GOLDENDALE CSO | 9 | 0.1% |
| KENNEWICK CSO | 165 | 2.3% |
| MOSES LAKE CSO | 91 | 1.2% |
| NEWPORT CSO | 14 | 0.2% |
| OKANOGAN CSO | 41 | 0.6% |
| REPUBLIC CSO | 13 | 0.2% |
| SUNNYSIDE CSO | 31 | 0.4% |
| WALLA WALLA CSO | 36 | 0.5% |
| WAPATO CSO | 26 | 0.4% |
| WENATCHEE CSO | 68 | 0.9% |
| WHITE SALMON CSO | 9 | 0.1% |
| YAKIMA CSO | 136 | 1.9% |
| Region Total | 1,266 | 17.3% |
| Region 2 | | |
| ALDERWOOD CSO | 113 | 1.5% |
| AUBURN CSO | 109 | 1.5% |
| BELLINGHAM CSO | 159 | 2.2% |
| BELLTOWN CSO | 302 | 4.1% |
| CAPITOL HILL CSO | 139 | 1.9% |
| EVERETT CSO | 276 | 3.8% |
| FEDERAL WAY CSO | 107 | 1.5% |
| KING EASTSIDE CSO | 161 | 2.2% |
| KING NORTH CSO | 276 | 3.8% |
| KING SOUTH CSO | 146 | 2.0% |
| MT VERNON CSO | 100 | 1.4% |
| OAK HARBOR CSO | 29 | 0.4% |
| RAINIER CSO | 141 | 1.9% |
| RENTON CSO | 138 | 1.9% |
| SKY VALLEY CSO | 87 | 1.2% |
| SMOKEY POINT CSO | 133 | 1.8% |
| WHITE CENTER CSO | 236 | 3.2% |
| Region Total | 2,652 | 36.3% |

⁷ Caseload distribution is based on the location from which benefits were issued.

HEN Referral Program

HEN Referral Clients by CSO of Issuance (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

| | Clients | |
|--|--------------|--------------|
| | Number | Percent |
| Region 3 | | |
| ABERDEEN CSO | 232 | 3.2% |
| BREMERTON CSO | 329 | 4.5% |
| CHEHALIS CSO | 161 | 2.2% |
| COLUMBIA RIVER CSO | 448 | 6.1% |
| FORKS CSO | 8 | 0.1% |
| KELSO CSO | 308 | 4.2% |
| LAKEWOOD CSO | 187 | 2.6% |
| LONG BEACH CSO | 45 | 0.6% |
| OLYMPIA CSO | 316 | 4.3% |
| PIERCE NORTH CSO | 253 | 3.5% |
| PIERCE SOUTH CSO | 192 | 2.6% |
| PORT ANGELES CSO | 82 | 1.1% |
| PORT TOWNSEND CSO | 19 | 0.3% |
| PUYALLUP VALLEY CSO | 155 | 2.1% |
| SHELTON CSO | 149 | 2.0% |
| SOUTH BEND CSO | 32 | 0.4% |
| STEVENSON CSO | 27 | 0.4% |
| Region Total | 2,942 | 40.3% |
| Customer Service Contact Centers (CSCC) | | |
| CUSTOMER SVC CENTRAL | 179 | 2.5% |
| CUSTOMER SVC NE | 3 | 0.0% |
| CUSTOMER SVC NW | 4 | 0.1% |
| CUSTOMER SVC SW | 215 | 2.9% |
| CUSTOMR SVC SO SOUND | 2 | 0.0% |
| CUSTOMER SVC WASHCAP | 20 | 0.3% |
| CUSTOMER SERV LTC | 7 | 0.1% |

HEN Referral Program

HEN Referral Clients by CSO of Issuance (DSHS Region, CSO, CSCC, and HCS Office)

June 2014 Snapshot

Source: ESA-ACES Data

| | Clients | |
|-----------------------------|--------------|---------------|
| | Number | Percent |
| HCS Region 1 | | |
| MOSES LK HCS OFFICE | 1 | 0.0% |
| Region Total | 1 | 0.0% |
| HCS Region 2 | | |
| ALDERWOOD HCS OFFICE | 2 | 0.0% |
| Region Total | 2 | 0.0% |
| HCS Region 3 | | |
| ABERDEEN HCS OFFICE | 1 | 0.0% |
| KELSO HCS | 2 | 0.0% |
| TACOMA HCS OFFICE | 2 | 0.0% |
| VANCOUVER HCS | 4 | 0.1% |
| Region Total | 9 | 0.1% |
| State Total | 7,303 | 100.0% |

HEN Referral Program

HEN Referral Clients by CSO of Residence⁸ (DSHS Region and CSO)

June 2014 Snapshot

Source: ESA-ACES Data

| | Clients | |
|---------------------|--------------|--------------|
| | Number | Percent |
| Region 1 | | |
| ACCESS SPOKANE 032 | 588 | 8.1% |
| CLARKSTON CSO | 24 | 0.3% |
| COLFAX CSO | 10 | 0.1% |
| COLVILLE CSO | 32 | 0.4% |
| ELLENSBURG CSO | 16 | 0.2% |
| GOLDENDALE CSO | 12 | 0.2% |
| KENNEWICK CSO | 178 | 2.4% |
| MOSES LAKE CSO | 86 | 1.2% |
| NEWPORT CSO | 13 | 0.2% |
| OKANOGAN CSO | 44 | 0.6% |
| REPUBLIC CSO | 8 | 0.1% |
| SUNNYSIDE CSO | 27 | 0.4% |
| WALLA WALLA CSO | 37 | 0.5% |
| WAPATO CSO | 24 | 0.3% |
| WENATCHEE CSO | 74 | 1.0% |
| WHITE SALMON CSO | 8 | 0.1% |
| YAKIMA CSO | 142 | 1.9% |
| Region Total | 1,323 | 18.1% |
| Region 2 | | |
| ALDERWOOD CSO | 115 | 1.6% |
| AUBURN CSO | 141 | 1.9% |
| BELLINGHAM CSO | 179 | 2.5% |
| BELLTOWN CSO | 366 | 5.0% |
| CAPITOL HILL CSO | 122 | 1.7% |
| EVERETT CSO | 288 | 3.9% |
| FEDERAL WAY CSO | 97 | 1.3% |
| KING EASTSIDE CSO | 180 | 2.5% |
| KING NORTH CSO | 272 | 3.7% |
| KING SOUTH CSO | 160 | 2.2% |
| MT VERNON CSO | 112 | 1.5% |
| OAK HARBOR CSO | 28 | 0.4% |
| RAINIER CSO | 173 | 2.4% |
| RENTON CSO | 138 | 1.9% |
| SKY VALLEY CSO | 81 | 1.1% |
| SMOKEY POINT CSO | 151 | 2.1% |
| WHITE CENTER CSO | 246 | 3.4% |
| Region Total | 2,849 | 39.0% |

⁸ Caseload distribution is based on where clients live.

HEN Referral Program

HEN Referral Clients by CSO of Residence (DSHS Region and CSO)

June 2014 Snapshot

Source: ESA-ACES Data

| | Clients | |
|------------------------|--------------|---------------|
| | Number | Percent |
| Region 3 | | |
| ABERDEEN CSO | 275 | 3.8% |
| BREMERTON CSO | 348 | 4.8% |
| CHEHALIS CSO | 179 | 2.5% |
| COLUMBIA RIVER CSO | 485 | 6.6% |
| FORKS CSO | 2 | 0.0% |
| KELSO CSO | 312 | 4.3% |
| LAKESWOOD CSO | 200 | 2.7% |
| LONG BEACH CSO | 40 | 0.5% |
| OLYMPIA CSO | 355 | 4.8% |
| PIERCE NORTH CSO | 314 | 4.3% |
| PIERCE SOUTH CSO | 150 | 2.1% |
| PORT ANGELES CSO | 100 | 1.4% |
| PORT TOWNSEND CSO | 11 | 0.2% |
| PUYALLUP VALLEY CSO | 175 | 2.4% |
| SHELTON CSO | 134 | 1.8% |
| SOUTH BEND CSO | 24 | 0.3% |
| STEVENSON CSO | 27 | 0.4% |
| Region Total | 3,130 | 42.9% |
| | | |
| Statewide Total | 7,303 | 100.0% |

HEN Referral Program

HEN Referral Clients by County of Residence

June 2014 Snapshot

Source: ESA-ACES Data

| County | Clients | |
|-----------------------------|--------------|---------------|
| | Number | Percent |
| Adams | 11 | 0.2% |
| Asotin | 26 | 0.4% |
| Benton | 136 | 1.9% |
| Chelan | 60 | 0.8% |
| Clallam | 101 | 1.4% |
| Clark | 475 | 6.5% |
| Columbia | 317 | 4.3% |
| Cowlitz | 13 | 0.2% |
| Douglas | 6 | 0.1% |
| Ferry | 50 | 0.7% |
| Franklin | 11 | 0.2% |
| Garfield | 0 | 0.0% |
| Grant | 77 | 1.1% |
| Grays Harbor | 273 | 3.7% |
| Island | 40 | 0.5% |
| Jefferson | 13 | 0.2% |
| King | 1898 | 26.0% |
| Kitsap | 345 | 4.7% |
| Kittitas | 16 | 0.2% |
| Klickitat | 19 | 0.3% |
| Lewis | 175 | 2.4% |
| Lincoln | 9 | 0.1% |
| Mason | 132 | 1.8% |
| Okanogan | 40 | 0.5% |
| Pacific | 65 | 0.9% |
| Pend Oreille | 12 | 0.2% |
| Pierce | 841 | 11.5% |
| San Juan | 1 | 0.0% |
| Skagit | 96 | 1.3% |
| Skamania | 29 | 0.4% |
| Snohomish | 630 | 8.6% |
| Spokane | 583 | 8.0% |
| Stevens | 37 | 0.5% |
| Thurston | 351 | 4.8% |
| Wahkiakum | 2 | 0.0% |
| Walla Walla | 38 | 0.5% |
| Whatcom | 180 | 2.5% |
| Whitman | 10 | 0.1% |
| Yakima | 187 | 2.6% |
| Not Reported/Unidentifiable | 9 | 0.1% |
| State Total | 7,303 | 100.0% |

HEN Referral Program

HEN Referral Client Demographics

June 2014 Snapshot

Source: ESA-ACES Data

| Characteristic | Number | All Clients | |
|---------------------------------------|--------------|--------------|---------------|
| | | Number | Percent |
| TOTAL | 7,303 | 7,303 | 100.0% |
| Gender | | | |
| Female | 2,880 | | 39.4% |
| Male | 4,423 | | 60.6% |
| Race | | | |
| Hispanic Origin | 490 | | 6.7% |
| Not Hispanic or Latino | 6,813 | | 93.3% |
| White | 5,014 | | 68.7% |
| Black/African American | 831 | | 11.4% |
| Asian/Pacific Islander | 166 | | 2.3% |
| American Indian/ Alaska Native | 219 | | 3.0% |
| Two or More Races | 84 | | 1.2% |
| Not Reported/Unidentifiable | 499 | | 6.8% |
| Marital Status | | | |
| Separated | 742 | | 10.2% |
| Married | 317 | | 4.3% |
| Never Married | 4,205 | | 57.6% |
| Divorced | 1,796 | | 24.6% |
| Widowed | 121 | | 1.7% |
| Not Reported/Unidentifiable | 122 | | 1.7% |
| Citizenship | | | |
| U.S. Citizen | 7,068 | | 96.8% |
| Resident Alien | 232 | | 3.2% |
| U.S. National⁹ | 3 | | 0.0% |
| Homeless | 2,846 | | 39.0% |

⁹ U.S. National: A national of the United States or a person who, though not a citizen of the United States, owes permanent allegiance to the United States (e.g., persons born in American Samoa or Swains Island).

HEN Referral Program

HEN Referral Client Demographics (continued)

June 2014 Snapshot

Source: ESA-ACES Data

| Characteristic | Number | All Clients | |
|---------------------------------|--------|-------------|-----------|
| | | Number | Percent |
| Disability | | | |
| Mental | 4,434 | | 60.7% |
| Physical | 2,862 | | 39.2% |
| Other ¹⁰ | 7 | | 0.1% |
| Education | | | |
| Less than a High School Diploma | 1,595 | | 21.8% |
| High School Graduate or GED | 4,235 | | 58.0% |
| Some College or College Degree | 1,399 | | 19.2% |
| Not Reported/Unidentifiable | 74 | | 1.0% |
| Age | | | |
| Under 18 Years Old | 32 | | 0.4% |
| 18 - 24 Years Old | 648 | | 8.9% |
| 25 - 34 Years Old | 1,613 | | 22.1% |
| 35 - 44 Years Old | 1,771 | | 24.3% |
| 45 - 54 Years Old | 2,438 | | 33.4% |
| 55 - 64 Years Old | 801 | | 11.0% |
| 65+ Years Old | 0 | | 0.0% |
| Avg. Age of Clients | | 41.1 | Years Old |

¹⁰ These clients had disability codes assigned in previous months; however, by June 2014 their cases were closed with a paid through date of 6/30/2014.